

PBX Phone System (Jive)

- [Voicemail System](#)

Voicemail System

General Info

We use Jive for our phone system. Here are a few of the more common tasks you will need to know how to do:

Check Voicemail

From personal deskphone

See your [phone guide](#) to learn where to find voicemail on your phone.

1. Dial ***99** ([Watch Video](#)) from your phone or press the **Messages** key. Depending on the phone model, this button may have an envelope icon on it.
2. If there are multiple lines assigned to the device, select the desired line before completing these steps.
3. Dial your password (default is 0000).

From the mobile app

[Watch Video](#)

1. Log in to the [mobile app](#).
2. Tap the phone icon from the bottom of the screen and then tap **Voicemails**.
3. Tap the play icon to listen to a voicemail. Tap a voicemail entry for additional options.

[Jive Official Voicemail Guide](#)

Manage Voicemail

Delete voicemails

Desktop & Web App

1. Select **Voicemail** in the left sidebar.
2. Hover over a voicemail and then click the trash icon.

Mobile App

1. Tap the phone icon on the bottom.
2. Tap **Voicemails**.
3. Swipe left on a voicemail and then tap the trash icon.

Desk Phone

1. Dial ***99** from your phone or press the **Messages** key.

Note: Depending on the phone model, this button may have an envelope icon on it.

2. If there are multiple lines assigned to the device, select the desired line before completing these steps.
3. Dial your password (default 0000).
4. Press **1** for new messages or **2** to open a different folder.
5. Once you have found the message you want to delete, press **7**.